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SENATE JOINT MEMORIAL 19

43RD LEGISLATURE - STATE OF NEW MEXICO - SECOND SESSION, 1998

INTRODUCED BY

PATRICK H. LYONS

A JOINT MEMORIAL

REQUESTING STATE AGENCIES NOT TO USE VOICE MAIL AND REQUESTING
THE GENERAL SERVICES DEPARTMENT TO ASSESS THE EFFICACY OF
VOICE MAIL AND TO REPORT ITS FINDINGS TO THE NEW MEXICO
LEGISLATIVE COUNCIL.

WHEREAS, citizens of the state and persons regulated by
state agencies are required to comply with rules by law and
must obtain information, forms and documents from state
agencies in order to comply with laws; and

WHEREAS, person-to-person contact is frequently necessary
in order to communicate with government representatives but,
too often, citizens and elected officials get lost in the maze
of voice message machinery; and

WHEREAS, the result of lack of communication with
citizens is noncompliance, confusion, frustration and anger

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1 toward the government and, therefore, the democratic process;
2 NOW, THEREFORE, BE IT RESOLVED BY THE LEGISLATURE OF THE
3 STATE OF NEW MEXICO that all state agencies be requested to be
4 conscientious in responding to citizen and legislative
5 inquiries and to avoid excessive use of voice message
6 machinery except for after official hours and when requested
7 by the caller to be given access to voice message devices; and
8 BE IT FURTHER RESOLVED that the general services
9 department assess the extent of use by state agencies of voice
10 message machines and the efficacy of such use and to report
11 its findings and recommendations to the New Mexico legislative
12 council by November 1, 1998; and
13 BE IT FURTHER RESOLVED that copies of this memorial be
14 transmitted to the heads of each executive, legislative and
15 judicial agency, to the general services department and to the
16 New Mexico legislative council.

1 FORTY-THIRD LEGISLATURE

2 SECOND SESSION, 1998

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6 February 4, 1998

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8 Mr. President:

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10 Your RULES COMMITTEE, to whom has been referred

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12 SENATE JOINT MEMORIAL 19

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14 has had it under consideration and reports same with
15 recommendation that it DO PASS.

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18 Respectfully submitted,

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23 _____
24 Gloria Howes, Chairman

Adopted _____ Not

Adopted _____

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(Chief Clerk)

(Chief Clerk)

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Date _____

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The roll call vote was 6 For 0 Against

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Yes: 6

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No: 0

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Excused: Aragon, Campos

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Absent: None

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1 **FORTY-THIRD LEGISLATURE**
2 **SECOND SESSION, 1998**
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6 **February 14, 1998**
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8 **Mr. Speaker:**
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10 **Your GOVERNMENT AND URBAN AFFAIRS COMMITTEE, to**
11 **whom has been referred**
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13 **SENATE JOINT MEMORIAL 19**
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15 **has had it under consideration and reports same with**
16 **recommendation that it DO PASS.**

17 **Respectfully submitted,**
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21 _____
22 **Lynda M. Lovejoy, Chair man**
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1 FORTY-THIRD LEGISLATURE
2 SECOND SESSION, 1998

3 Page 6

4 Adopted _____ Not Adopted _____
5 (Chief Clerk) (Chief Clerk)

6
7 Date _____

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9 The roll call vote was 4 For 0 Against

10 Yes: 4

11 Excused: Pearce, Saavedra, Wallace

12 Absent: None

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